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Class Specifications  
for the Class:

CONTRACTS SPECIALIST (MED-QUEST)  
[CONTRACTS SPCLT (MED-QUEST)]

**Class Distinguishers:**

Complexity: This class reflects primary responsibility for coordinating and participating in the administration of contracts entered into by the State's QUEST medical assistance program. Contract work includes establishing contracts with assigned health plans and individual providers (e.g., hospitals, physicians, dentists, therapists, medical suppliers, etc.) to provide comprehensive medical, dental, and behavioral health services to eligible individuals and families. Such responsibility involves working closely with divisional staff and representatives of the health plans in monitoring and evaluating the performance of contracted parties to assure compliance with the terms and conditions of the contracts; serving as a liaison for the State's medical assistance program with contracted parties, recipients, and other programs, agencies and/or individuals; coordinating and participating in the evaluation of contract proposals and recommending additional terms and conditions, if necessary; and participating in rate negotiations by providing background information, clarification, justification, etc. Assessments of the health plans' financial risk and quality of care are primarily made by others within the division. Positions in this class participate in assessing administrative requirements and contribute in other areas based on the ongoing monitoring and evaluation of assigned health plans. Positions in this class are also involved in the development of new medical assistance programs. They participate in designing and determining the parameters of new programs; develop work plans and implementation timetables; coordinate with other branches to ensure the work is assigned and performed; notify Branch/Division Administrators of needed resources and available options to meet program needs; and participate in the drafting of requests for proposals to obtain services for new programs.

Personal Contacts: Positions in this class establish and maintain extensive person-to-person contacts within and outside the program for the purpose of providing information and clarification about the terms and conditions of contracts; monitoring and evaluating compliance with the terms and

conditions of contracts; receiving, referring, investigating, and resolving complaints/problems related to the contracts; and coordinating activities in the review and evaluation of contract proposals.

Supervision Received: Positions in this class receive supervision from a higher level position who specifies priorities, provides guidance concerning unusual problems not covered by precedent or policy, and reviews work to ensure that program goals and objectives are met.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Applicable State and/or federal laws, rules and regulations regarding public contracts; laws, rules, regulations, policies, procedures, goals and objectives governing the State's public medical assistance program; State and federal rules, regulations and standards pertaining to hospital and other health care services; health care delivery systems; current principles and practices in health care financing; principles and practices of contract administration; various provisions found in contracts; evaluative techniques; problem solving methods and techniques; and report writing.

Ability to: Learn, interpret, evaluate and explain applicable laws, rules, regulations, policies and other technical materials; monitor and evaluate the performance/activities of contracted parties to ensure compliance with the terms and conditions of the contracts; analyze and evaluate information, identify problems and develop alternative solutions; establish and maintain effective working relationships; communicate effectively orally and in writing; and prepare clear and concise reports and correspondence.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Draft requests for proposals and contracts in accordance with State and federal laws, rules and regulations, and QUEST and Medicaid program objectives and requirements.

2. Participate in the evaluation and review of contract proposals for technical and/or program requirements, identify problems and concerns, and recommend additional terms and conditions after careful consideration of the issues and concerns of the Health Plan organizations and the goals and requirements of the State's QUEST program.
3. Participate in rate negotiation meetings by providing background information/justification, gather information for providers, provide written clarification to questions/concerns, etc.
4. Review reports and statistical data, conduct and/or participate in on-site reviews, investigate complaints, etc., to monitor and evaluate the activities/performance of contracted parties to ensure compliance with the terms and conditions stipulated in the contracts (e.g., investigates issues regarding adequate provider networks, effective grievance procedures, adequate member services staff, etc.).
5. Serve as liaison between the QUEST program, contracted health plans, other staff offices and branches, and other agencies and/or individuals. Provide clarification regarding the terms and conditions of the contracts administered; receive complaints regarding the health plans, investigate and resolve problems, or refer to other divisional staff for resolution; respond to inquiries; coordinate the activities of divisional teams in the review and evaluation of contract proposals (e.g., financial risk, quality of care, administrative requirements).
6. Participate in the development of new medical assistance programs. Participate in designing and determining the parameters of new programs; develop work plans and implementation timetables; coordinate with other branches to ensure the work is assigned and performed; notify Branch/Division Administrators of needed resources and available options to meet program needs and participate in the drafting of request for proposals to obtain services for new programs.

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This is an amendment to the specification for the class  
CONTRACTS SPECIALIST (MED-QUEST), [CONTRACTS SPCLT (MED-QUEST)]  
approved on November 6, 1998.

DATE APPROVED: 11/25/98

/s/ Dawn M. Young  
for JAMES H. TAKUSHI  
Director of Human Resources Development